



CCH eSign User Guide

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Chapter 1

INTRODUCING CCH eSIGN

Welcome to CCH eSign!

CCH eSign allows you to securely send documents to your clients, employees, and other third parties to obtain their electronic signatures. We have collaborated with AssureSign to provide you a secure eSign solution that is compliant with the ESIGN Act and the guidelines provided by the Internal Revenue Service (IRS).

What can be eSigned?

While most documents can be legally eSigned per the ESIGN Act, the IRS does not accept eSignatures on all forms at this time. Documents and forms that can be eSigned include:

- Engagement Letters, Representation letters, Confirmations
- Internal HR documents, Partnership agreements
- IRS forms and documents:
 - ◆ Sec 7216 Consents
 - ◆ Form 4506-T Request for Transcript of Tax Return
 - ◆ Form W4 and W9
 - ◆ 8879 (1040 only)



Note: See [Appendix](#) for a list of states that currently accept electronic signatures on the 8879.


Chapter 2

QUICK START

This chapter is designed to familiarize you with the basics of the CCH eSign process, including setting up an eSign account and sending files for eSign.

Updating Your Permission Key

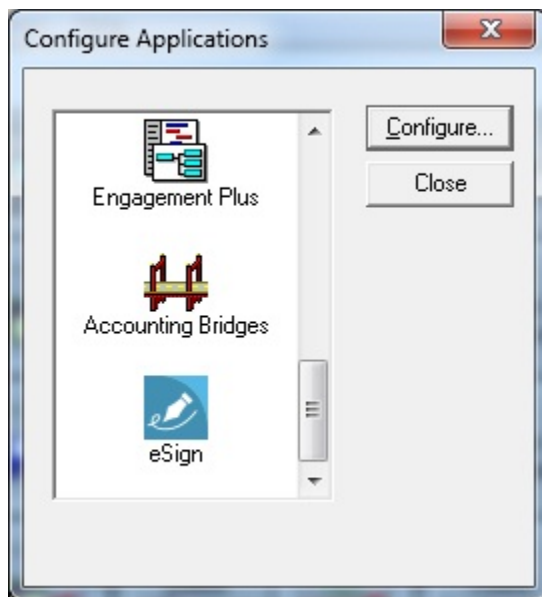
Visit support.cch.com to download or update a permission key. Follow the steps provided on the [CCH Customer Support Web site](#).

 **Note:** When adding a new license, use the *Only Update Licensing From New Permission Key* option.

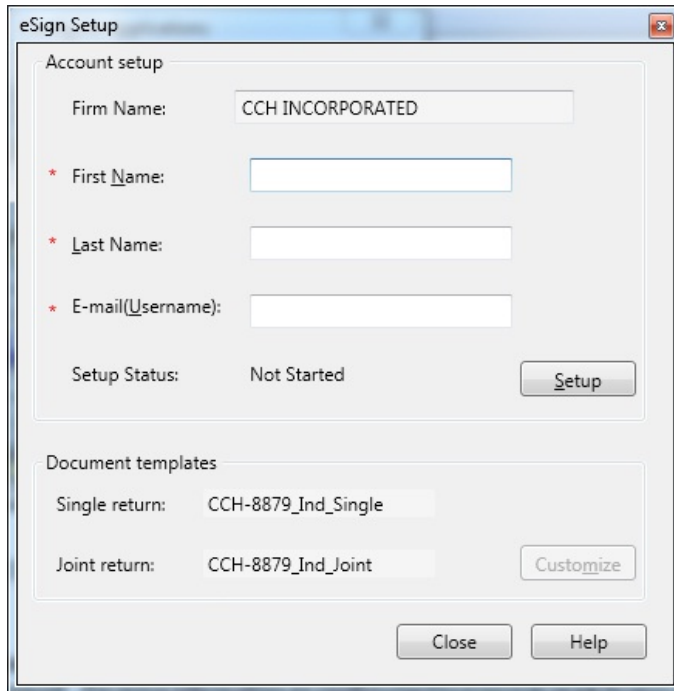
Setting Up Your eSign Account in Office Manager

Use the procedure below to setup an account with AssureSign. The account allows you to manage users, customize the user experience, and monitor eSign usage.

1. In Office Manager, select **Configure Applications**.
2. Highlight **eSign** and click the **Configure** button.



3. In the eSign Setup dialog, enter the **name** and **E-mail** information of the administrator of your eSign account.
4. Click **Setup**.



The image shows a Windows-style dialog box titled "eSign Setup". It is divided into two main sections: "Account setup" and "Document templates".


Account setup section:

- Firm Name:** A text box containing "CCH INCORPORATED".
- * First Name:** An empty text box.
- * Last Name:** An empty text box.
- * E-mail(Username):** An empty text box.
- Setup Status:** A label showing "Not Started".
- Buttons:** A "Setup" button is located to the right of the "Setup Status" label.

Document templates section:

- Single return:** A text box containing "CCH-8879_Ind_Single".
- Joint return:** A text box containing "CCH-8879_Ind_Joint".
- Buttons:** A "Customize" button is located to the right of the "Joint return" text box.

Footer: At the bottom of the dialog box are two buttons: "Close" and "Help".

 **Note:** Setup status is set to complete after the eSign account has been successfully setup.

Accessing your eSign Account and Setting Up Users

The eSign administrator you set up previously will receive an e-mail with a temporary password and a URL to access the eSign account. After the eSign administrator has logged into the eSign account, they can start sending documents for eSign. Your eSign administrator can also set up other users to access the eSign account.

For 8879

Setup tax preparers as users in the eSign account. Use the same email address used for the tax preparer in ProSystem fx Tax when you setup the user for your eSign account. For more information on configuring tax preparer users to your eSign account, refer to Configuring Tax Preparers in ProSystem fx Tax (for 8879 eSign only).

Sending Documents for eSign

Use the following procedure to start sending documents.

1. Select the **Documents** tab in your eSign account and click **Browse** to select the document.
2. Enter the required information.

3. Select the **Continue** button and follow the instructions on the subsequent screens to complete the upload.



Tips:

- You may want to give every document a unique name so as that it is efficient to track, retrieve or store the signed copy of the document.
- If you only have one signatory you can skip the remaining document setup process by selecting Finish setup and email signatory now link.

Document Workflow

1. Signatories

2. JotBlocks

3. Signing Process

4. Emails

[Reset Form](#)

Please define signatories for the document.
Now you can set up a new signatory by clicking the 'New' link below or you can begin defining who signs each JotBlock by clicking on the 'Next' button below.

	Signatory Name	Email Address
New	Ben Moore	bmoore20121@gmail.com
Edit		

You've defined a single signatory for this document. If there are no other signatories that need to be defined and you do not need to customize any of the emails that will be sent throughout the document signing process, you can click the link below to submit this document and start the document signing process now.

[Finish setup and email signatory now](#)

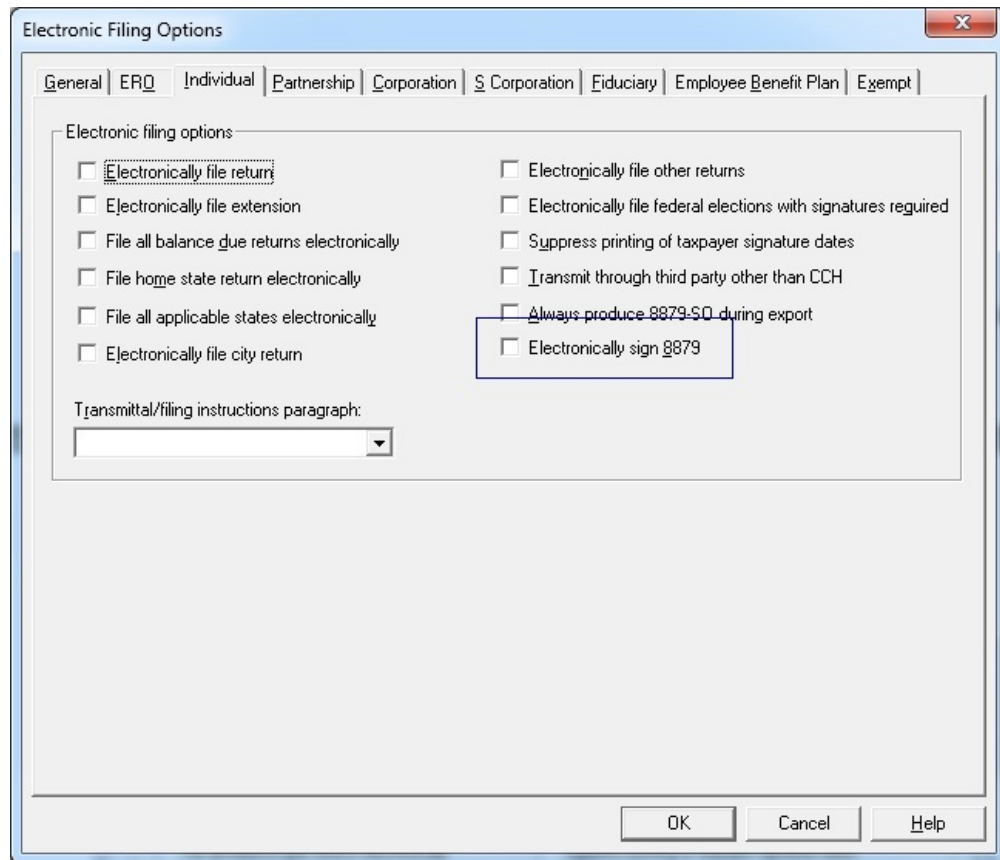
[Next](#)

For additional information, refer to the [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Sending 8879 for eSign via ProSystem fx Tax

1. You can activate eSign for your office group or in each return. Activate eSign by doing one of the following:
 - By office group, activate eSign for all returns in the office group at the account group level in Office Manager.

In Office Manager, navigate to **Configure Applications > Tax Preparation > <office group> > Electronic Filing Options > Individual** tab and select the option to **Electronically sign 8879**.



- On a return-by-return basis, activate eSign by selecting **Yes** in the following:

Worksheet view

General | Electronic filing | Printing Options

Interview forms

EF-1 | Box 58


2. In your tax return, ensure you have entered an email address for the taxpayer (and the spouse if filing a joint return).

Worksheet view

Basic Data | General | Email

Interview forms

Form 2 | Taxpayer email Box 98; Spouse email Box 99

 **Note:** Taxpayer and spouse email will need to be two separate emails.

3. Calculate your return and address any open eSign diagnostics.
4. Select **File > Export > Electronic Filing > Return** to open the *Select Returns for Export* dialog.
5. On the *Select Returns for Export* screen, select the **Send for eSign** option.

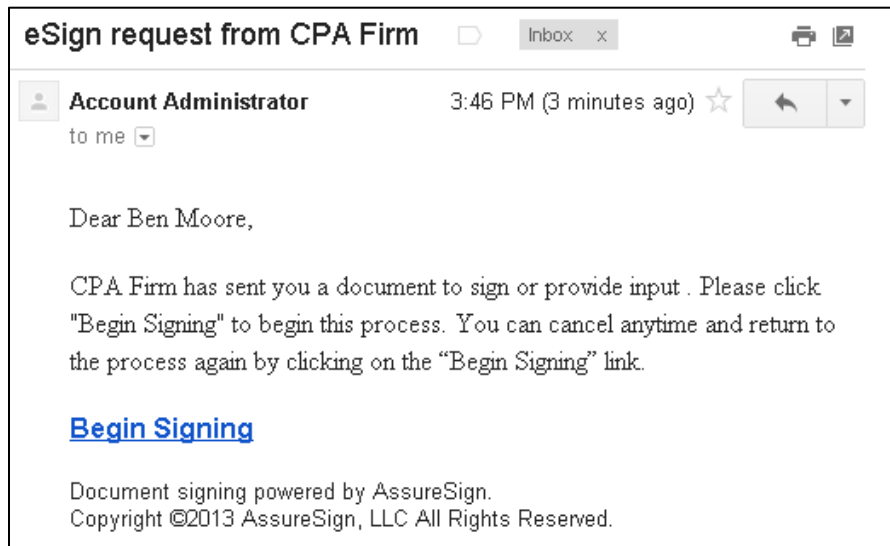
Chapter 3


SIGNER EXPERIENCE

Once you have sent a request for eSign, the signer will perform the following steps to provide their signature.

Receive email Notifications

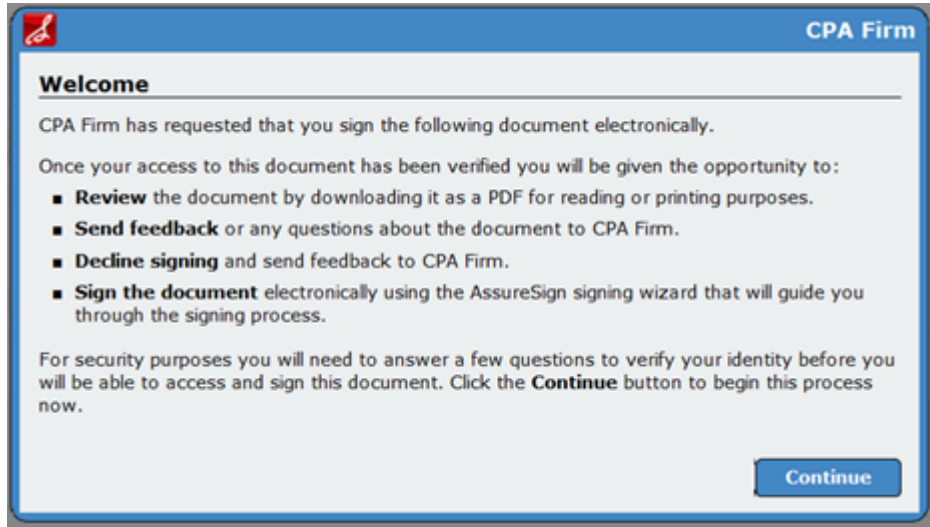
The following is an example email that the signers will get:



 **Note:** You can customize the text of the emails. For more information about customizing emails refer to [Customizing Email notifications](#).

Begin signing

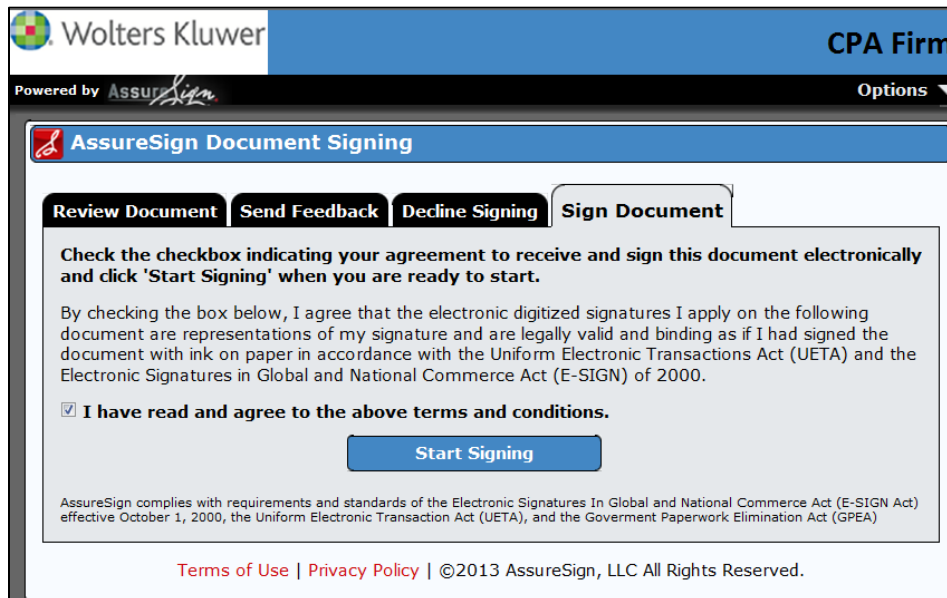
The email contains a link that takes the signer to the AssureSign Web site. From the email, they select **Begin Signing** to open the Welcome page on the AssureSign Web site. Once they have read the information, the signer will click **Continue**.



The screenshot shows a web browser window with a blue header bar. On the left is the AssureSign logo, and on the right is the text "CPA Firm". Below the header is a "Welcome" section. The text reads: "CPA Firm has requested that you sign the following document electronically. Once your access to this document has been verified you will be given the opportunity to:" followed by a bulleted list: "■ **Review** the document by downloading it as a PDF for reading or printing purposes.", "■ **Send feedback** or any questions about the document to CPA Firm.", "■ **Decline signing** and send feedback to CPA Firm.", and "■ **Sign the document** electronically using the AssureSign signing wizard that will guide you through the signing process." Below the list, it says: "For security purposes you will need to answer a few questions to verify your identity before you will be able to access and sign this document. Click the **Continue** button to begin this process now." At the bottom right is a blue button labeled "Continue".

Provide Consent per Requirements of the E-SIGN Act

On the Sign Document tab, the signer should review the agreement and then select the **I have read and agree to the above terms and conditions** check box. To begin signing, they will select **Start Signing**.



The screenshot shows a web browser window with a blue header bar. On the left is the Wolters Kluwer logo, and on the right is the text "CPA Firm". Below the header is a black bar with "Powered by AssureSign" and an "Options" dropdown menu. The main content area has a blue header bar with the AssureSign logo and the text "AssureSign Document Signing". Below this is a tabbed interface with four tabs: "Review Document", "Send Feedback", "Decline Signing", and "Sign Document". The "Sign Document" tab is active. The text reads: "Check the checkbox indicating your agreement to receive and sign this document electronically and click 'Start Signing' when you are ready to start." Below this is a paragraph: "By checking the box below, I agree that the electronic digitized signatures I apply on the following document are representations of my signature and are legally valid and binding as if I had signed the document with ink on paper in accordance with the Uniform Electronic Transactions Act (UETA) and the Electronic Signatures in Global and National Commerce Act (E-SIGN) of 2000." Below the paragraph is a checkbox labeled "I have read and agree to the above terms and conditions." which is checked. Below the checkbox is a blue button labeled "Start Signing". At the bottom, there is a small text block: "AssureSign complies with requirements and standards of the Electronic Signatures In Global and National Commerce Act (E-SIGN Act) effective October 1, 2000, the Uniform Electronic Transaction Act (UETA), and the Government Paperwork Elimination Act (GPEA)". At the very bottom is a footer: "Terms of Use | Privacy Policy | ©2013 AssureSign, LLC All Rights Reserved."

Provide a Signature

The Signer can provide a signature using a mouse, stylus, or a touch pad. Follow the on-screen instructions to complete the signing.

The screenshot shows a web interface for document signing. At the top, a dark header bar contains the Adobe logo, 'Step 1 of 1', and 'Review Document'. Below this, a message states: 'Please sign. Signing with an input device such as a mouse, stylus or your finger is legally equivalent to signing with a pen on paper.' A large rectangular box contains a blue ink signature that reads 'B Moore'. Below the signature box is a red 'Clear' link. Further down, instructions read: 'Sign by clicking and holding the left mouse button over the outlined area above. If you would like to start over, click **Clear**. You may re-sign at any time prior to completing the signing process. Once you are satisfied with your signature, click **Apply**.' At the bottom of the main content area are three buttons: 'Previous' (black), 'Apply' (red), and 'Next' (grey). Below the main content area, there is a section for document metadata: 'CPA Firm' and 'Date: 07/20/2013' on the left, and a 'Page 1' button on the right. Below this is a yellow rectangular box with a document icon, followed by the label 'Client Name' and a 'Date:' label. A large, semi-transparent 'DEMO' watermark is visible across the center of the page.

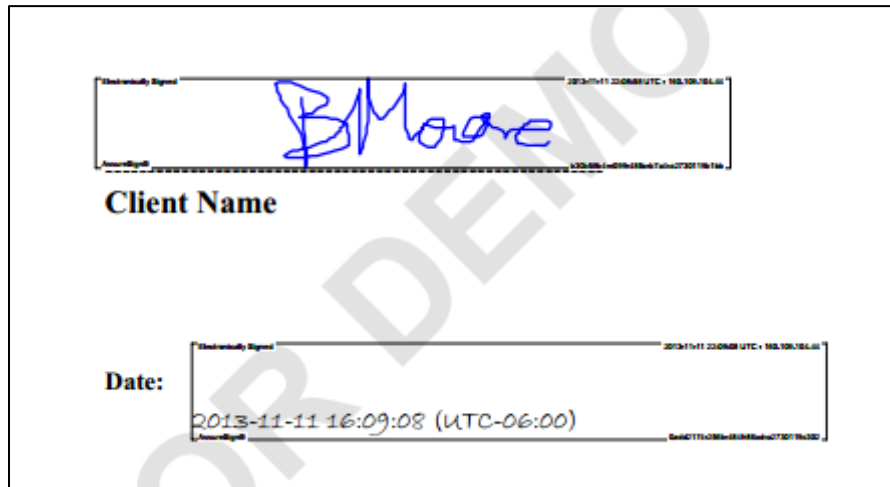
View Signed Documents

The Signer can view, print, or download the document immediately after signing by clicking **View Completed Document**.

The screenshot shows a completion screen titled 'AssureSign Document Signing'. The main text reads: 'You have successfully completed the document signing process. Thank you for your time. Your document is complete and ready to be viewed, printed, or downloaded. You may click the link below to view the completed document.' Below this text is a prominent red button labeled 'View Completed Document'. Further down, another message states: 'The final signed copy of your document is available as a Portable Document Format (PDF) file. Adobe Reader, available for free from Adobe, allows you to view, navigate, and print PDF files. You can download Adobe Reader by clicking on the link below.' Below this text is a small icon for 'Get Adobe Reader'. At the very bottom of the page, there is a footer line: 'Terms of Use | Privacy Policy | ©2013 AssureSign, LLC All Rights Reserved.'

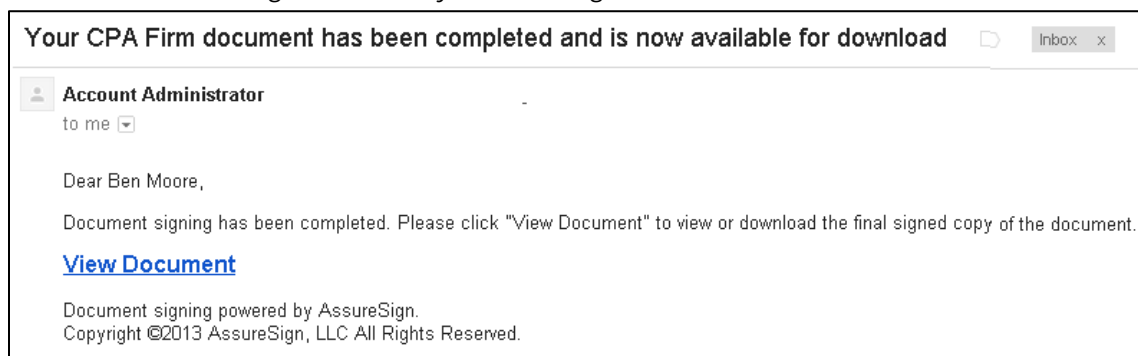
Expanded view of signature and date


Below is an expanded view of how the signature will show in the document.



Email with a link to the Signed Document

An email is sent to the Signer so that they can review signed documents at a later date.




 **Note:** You can customize the text of the emails. For more information about customizing emails refer to [Customizing Email notifications](#).

Reminders

If the recipient of your eSign request does not provide a signature, CCH eSign allows you to configure automated emails that are sent on a periodic basis. You can also send reminders at any time you wish to remind the signatory. The following is an example of a reminder email. For more information on reminders refer to chapter [Managing Reminders](#).



 **Note:** You can customize the text of the emails. For more information about customizing emails refer to [Customizing Email notifications](#).

Chapter 4

SENDING OPTIONS

CCH eSign provides multiple options to fit eSign into your firm's processes. You can send documents for eSign using any of the following:

Web Interface

This is the most simple to set up and is accessible anywhere, anytime. Once users are setup, they can log into the [eSign account](#), provide their credentials, and start sending documents. See section Sending Documents for eSign in Quick Start for additional information. This option can be used for any document sent for eSign but is best used for documents that do not confirm to a standardized process.

AssureSign API

Our eSign partner, AssureSign, provides easy-to-integrate APIs (DocumentNow®) with which you can build integration with your existing processes. Refer to [AssureSign Knowledge Base](#) for API information, code samples, etc. This option is recommended when integrating CCH eSign within your existing processes.

Desktop Applications

These are desktop applications that allow you to quickly and easily send documents from your computer to eSign without having to log into the web UI. You can choose from two applications:

- Send to AssureSign desktop application
- Document Launch utility

Send to AssureSign desktop application

This application allows you to send documents for eSign in bulk or on a document-by-document basis. It also allows access to more advanced functionality for applying jobblocks (signature and user input fields) during signing process.

For more information and installation files, refer to [Assuresign Knowledge Base](#) or contact CCH support at <http://support.cch.com/ticket/>.


Notes:

- On installation, you will be prompted to enter URL for your eSign account. Enter URL: <https://na1.assuresign.net>.
- On installation of this application AssureSign installs a print driver called "Send to AssureSign" that may be used to print from any application directly into the Send to AssureSign workspace.

Document Launch Utility

This utility allows you to send for eSign by drag and drop or by using the context menu to select "Send to Assuresign." You can send Microsoft Word documents with the extensions .DOC / .DOCX , Portable Document Format documents with the extension PDF, documents with extensions .ODT, rich text documents with extension .RTF, documents with extensions .HTM/.HTML and extensions .TIF/.TIFF.

For more information and installation files, refer to [Assuresign Knowledge Base](#) or contact CCH support at <http://support.cch.com/ticket/>.

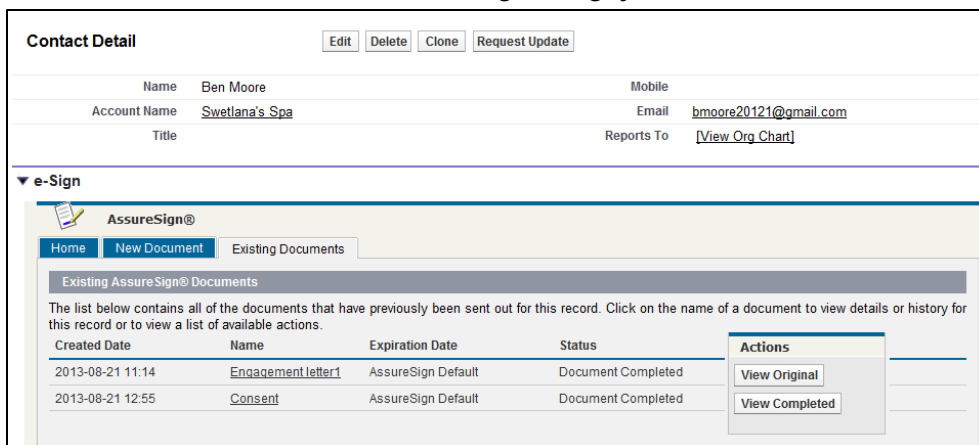
 **Note** On installation, you will be prompted to:

- Enter URL for your eSign account. Enter URL: <https://na1.assuresign.net>.
- Enter DocumentNow Account Context Identifier (This is available in your eSign account at **Administration>Settings>Document Now Integration.**)

CRM integration

Integration with Salesforce

You can send and track documents sent for eSign through your Salesforce account.



The screenshot shows a Salesforce 'Contact Detail' page for Ben Moore. The 'e-Sign' section is expanded, showing the AssureSign interface. The AssureSign interface includes tabs for 'Home', 'New Document', and 'Existing Documents'. Under 'Existing Documents', there is a table of documents sent for this record. The table has columns for 'Created Date', 'Name', 'Expiration Date', 'Status', and 'Actions'.

Created Date	Name	Expiration Date	Status	Actions
2013-08-21 11:14	Engagement letter1	AssureSign Default	Document Completed	View Original
2013-08-21 12:55	Consent	AssureSign Default	Document Completed	View Completed

Refer to the [AssureSign Knowledge Base](#) to configure your Salesforce account.

- [Installing AssureSign for Salesforce](#)
- [Adding AssureSign to the Appropriate Page Layout\(s\)](#)
- [Configuring AssureSign/Salesforce Object Field Mapping](#)

Integration with Microsoft Dynamics

You can send and track documents sent for eSign in Microsoft Dynamics. For more information about integration with Microsoft Dynamics, refer to the [AssureSign Knowledge Base](#).

- [Installing the AssureSign solution for Dynamics CRM 2011/2013](#)
- [Configuring Security](#)
- [CRM Data Mapping Instructions](#)
- [Working with Documents](#)
- [Configuring Relationships with Other Entities](#)

Chapter 5

TRACKING AND REPORTING OPTIONS

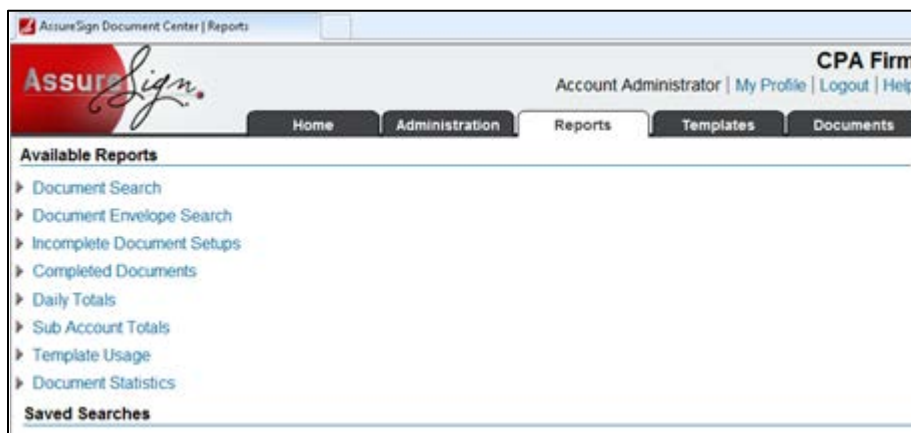
Documents sent for eSign can be tracked in three ways:

- Document Search/Document Details
- DocumentTRACK®
- Electronic Filing Status system (8879 only)

Document Search/Document Details

All documents sent for eSign can be tracked from transaction reports available under the Reports tab in your eSign account.

1. From the list of available reports, click **Document Search**.



2. Select the **From** and **To** period from the Creation Date drop-down lists.

- Click **Submit**. A list of documents along with their eSign status display from within the Creation Date range selected.

AssureSign CPA Firm Account Administrator | My Profile | Logout | Help

Home Administration Reports Templates Documents

Available Reports >> Document Search Dates displayed as Eastern Time (US & Canada)

Switch to Advanced View

Creation Date (MM/dd/yyyy) From 11/06/2013 To 11/13/2013 Submit

Save report to Excel or CSV

Creation Date	Document Name	Order Number	Account Name	Username	Status	Completion Date
11/11/2013 16:41:44	Engagement letter		980317 CPA Firm	esign admin@cpafirm.com	Document completed	11/12/2013 18:00:18
11/11/2013 16:43:38	Engagement letter		980317 CPA Firm	esign admin@cpafirm.com	Document completed	11/11/2013 17:09:08
11/11/2013 16:45:55	131_111_V1_TaxReturn_efileAuthorization	8879	980317 CPA Firm	esign admin@cpafirm.com	Document started	
11/11/2013 17:05:18	131_ESKS5_V1_TaxReturn_efileAuthorization	8879	980317 CPA Firm	esign admin@cpafirm.com	Document completed	11/11/2013 17:09:08

- Click the **Document Name** to view the document details.

AssureSign Document Center | Document Details

Details

Document Name: Tax return
Order Number: 8879
Document Id: 2f95b0b5-5805-4e0f-88e0-a2300104e5a2
Username: ppartner@cpafirm.com
Scheduled Expiration Date: 10/15/2013 23:59:59
Status:

Milestones

Date Created: 09/05/2013 15:49:53
Date Started: 09/05/2013 15:49:54
Date Completed: 09/05/2013 15:52:49

Document Tasks

- View the completed document
- View completion report
- View the original unsigned document
- Modify the completed document password

Signatories

Signatory Name	Email Address	Password	Jobs Requested	Jobs Collected
John Smith	bmoore20121@gmail.com		5	5
Kris France	bmoore20121@gmail.com		2	2

A lock on a signatory indicates that the signatory is not available for you to edit. This will be the case if the document has not been started, or if the document has already been completed or if the document was setup by another user and you do not have access to manage documents for other users.

Signing Process

Document Started

Step 1

Emails

Timing	Design	Attempts	Date Sent
Resend Preview	After Document Completed	6a_CCH-Signature complete	09/05/2013 15:52:51
Resend Preview	After Document Completed	6b_CCH-Signature complete to preparer	09/05/2013 15:52:51

Web Notifications

Timing	Design	Attempts	Date Sent
Resend	After Document Completed	3_CCH-8879 e-Sign complete_Joi...	09/05/2013 15:52:50

DocumentTRAK®

DocumentTRAK allows you to integrate your status tracking of eSign documents with your firm's process. Tracking information is sent via web notifications to a URL end-point defined by you. For more information about using DocumentTRAK, refer to [AssureSign Knowledge Base](#). If you have additional questions contact CCH Customer Support at <http://support.cch.com/ticket/>.

Electronic Filing (ELF) Status system (8879 only)

The ELF Status system has been pre-configured to reflect the status of your 8879 documents. Refer to chapter [ELF Status System Updates](#).

Chapter 6

MANAGING USERS

Adding Users

To add a user, do the following:

1. In your eSign account, click the **Administration** tab and select > **Users**.
2. Click the **New** link to create a new user.
3. The name, email, and role fields are required.
4. Click **Save**.

AssureSign

Home Administration

Administration and Settings >> Users

Users

Roles

Settings

Notifications

Email

DocumentTRAK™

Accounts

Groups

Templates

Customization

Envelope

Templates

User management provides a way for you to place restrictions on who is able to access this website and on what functions they are able to perform. You are able to add new users, delete users, and modify information such as name and email address for existing users.

Account: CPA Firm Hide account selection

CPA Firm

New	Username	Role	First Name
Edit	efile@cpafirm.com	Administrator	efile

Give Existing Users Access to CPA Firm

Search for User

Type the first few letters of a name or username in the box below and/or select a role from the list of roles and click Search.

Name or Username: Roles: All Roles

Search Display inactive Users

Selecting a Role

Choose from the following roles:

- **Administrator.** Allows complete access to all eSign functions and documents.
- **Power User.** Allows access to all eSigned documents but does not allow access to administration functions.
- **Limited User.** Limits the access to documents created by user.

You can customize the permissions provided in a role or add new roles. For more information on adding users, roles and permissions, refer to the [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Configuring Tax Preparers in ProSystem fx Tax (for 8879 eSign only)

Setup tax preparers as users in the eSign account. Use the same email address used for the tax preparer in ProSystem fx Tax when you setup the user for your eSign account.

If your firm uses a centralized email address as the tax preparer email address, use this email address to establish a user in your eSign account. If your firm uses multiple tax preparers each with a separate email, then each of these tax preparers will need to be set up as a user in your eSign account.

When uploading the return for eSign, ProSystem fx Tax will pick the tax preparer email address as below:

1. Tax preparer email address entered in the return.

Worksheet view

General | Return Options | Preparer Information--Override Office Manager | Preparer e-mail address

Interview form

Form 3 | Box 48

2. If email #1 is not provided, the email specified in Office Manager (Configure Staff | < Staff > | Setup | Tax preparer tab | E-mail address) for the tax preparer code specified in the return.

Worksheet view

General | Electronic Filing | Electronic Return Originator Override | Individual preparer code

Interview form

Form 3 | Box 40

3. If email #1 or #2 is not provided, the tax preparer address entered in the return.

Worksheet view

General | Electronic Filing | Electronic Return Originator Override | Preparer e-mail address

Interview form

EF-2 | Box 46

4. If emails are not provided at # 1, #2 or #3, the email provided for the ERO in Office Manager (Configure applications | Tax Preparation | Configure | <Office group> | Electronic Filing Options | Setup | ERO tab | Preparer email address.



Warning! If a user with the tax preparer email is not setup in your eSign account, the upload will not complete and an error message will be displayed.



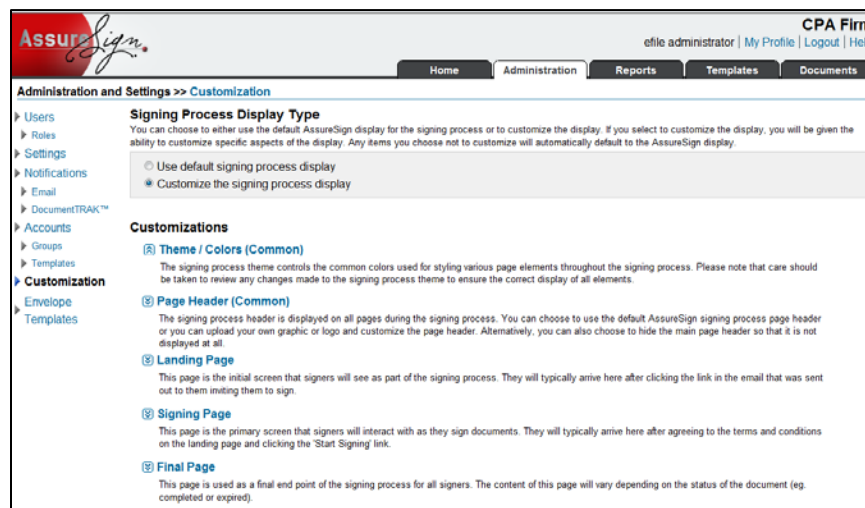
Tip: If you do not want tax preparers to have access to other tax preparer's returns, you may want setup the tax preparer as a limited user or alternately modify the Document and Reporting permissions to prevent access to documents created by other users.

Chapter 7

MANAGING BRANDING

You can add your firm's logo and modify color preferences (of signing screens) to match your firm's branding. In your eSign account, select the **Administration** tab and click **Customization**.

- To customize colors, select **Theme/Colors (Common)** and make appropriate selections.
- To upload your logo, follow the instructions under **Page Header (Common)**.



Tip: For mobile usage, your eSign account can be configured with a smaller sized logo.



Note: Themes and colors cannot be modified for mobile usage at this time.

To make additional changes to the user experience, refer to the [AssureSign Knowledge Base](https://support.cch.com/ticket/). If you have questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Chapter 8

CUSTOMIZING ACCOUNT SETTINGS

You can customize firm name, security policies, and notification preferences to match the needs of your firm. To modify account settings, in your eSign account, select the **Administration** tab and click **Settings**.

Customizing the Firm Name

When the account is setup, the Firm Name used in ProSystem fx Tax Office Manager is automatically populated. Under Account information, select the **Edit** link to modify the Account Display Name.

AssureSign CPA Firm
efile administrator | My Profile | Logout | Help

Home Administration Reports Templates Documents

Administration and Settings >> Settings

The settings below allow you to customize certain aspects of the AssureSign application. Click on one of the categories below to begin viewing or modifying settings.
Important: Please note that any changes made to the settings on this page will affect other users of the application.

Account Information
The following setting(s) can be used to modify general account information such as account display name and contact information.

	Setting	Current Value
Edit	Account Display Name	CPA Firm
Edit	Time Zone	(UTC-05:00) Eastern Time (US & Canada)
Edit	Administrative Contact	efile administrator (316)555-1234 valdehi.likhite@wolterskluwer.com
	Allow Users to Access Multiple Accounts?	Yes

Customizing Security Policies

Default security policies can be modified by clicking any of the Edit links under Security Preferences.

Security Preferences
The following setting(s) can be used to control security settings for accounts.

	Setting	Current Value
Edit	Security Strength	Custom
Edit	Require New Users to Change Password After First Login	Yes
Edit	Automatic Lockout After Bad Password Attempts	3 Attempts
Edit	Password Strength	High
Edit	Minimum Password Length	8
Edit	Number of Days Until Password Expiration	60 Days
Edit	Number of Password Changes Before Password Reuse	5 Change(s)
Edit	Number of Idle Minutes Until Session Timeout	60

Customizing Notification Preferences:

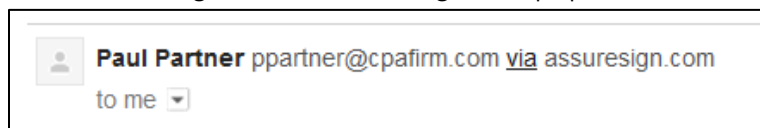
Default notification preferences can be modified by clicking any of the Edit links under Notification Preferences.

Notification Preferences		
The following setting(s) can be used to control default options and behaviors for the notifications that are sent during the signing process.		
	Setting	Current Value
Edit	Send Emails On Behalf of Originator When Account Sender Email Address is Used?	Yes
Edit	Send Emails as High Priority?	Yes
Edit	Sender Email Address for Emails	donotreply@assuresign.com
Edit	Sender Name for Emails	CCH eSign
Edit	DocumentTRAK™ Credential	None on record
Edit	Forward Email Bounce-backs	Yes

The sender information in email notifications can be customized in the following ways:

Sending emails Using the Tax Preparer email Address

The default setting is to send emails using the tax preparer email address and no further configuration is necessary.



Using a common firm-wide Sender Name and Email Address

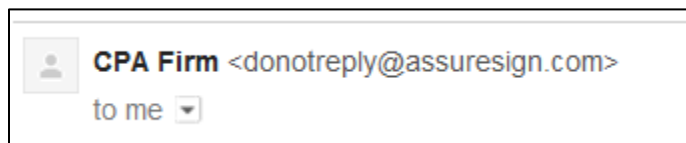


To use this option:

- Edit the information for *Sender Email address for Emails* and *Sender Name for Emails*.
- Setup your domain to allow AssureSign email servers to send mail on your behalf:

There are two technologies that are used for this purpose are SPF and DKIM. Both technologies use the DNS system for configuration. For more information about configuring your domain, refer to the [AssureSign Knowledge Base](#).

Using a common firm-wide Sender Name and the AssureSign Domain for email



To use this option:

- Edit the information in *Sender Name for Emails*.
- Set *Send Emails on Behalf of Originator When Account Sender Email Address is Used* to **No**.

For more information on about customizing your account settings, refer to [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Chapter 9

USING DOCUMENT TEMPLATES

While you can send a document for eSign without the use of a document template, using templates can simplify customization of your eSign process. Templates are required when sending bulk transmissions using the Send to AssureSign (desktop application), tax documents from ProSystem fx Tax, documents through your CRM applications (Salesforce.com or Microsoft Dynamics), or through custom development using AssureSign API.

Document templates allow you to:

- Pre-configure the content of your document
- Provide input areas for the signer
- Define number of signatories
- Define placement of the signature and order of signatures
- Provide input areas for the signer
- Pre-configure notifications and reminders

Templates can be defined with pre-defined content (for example, Sec 7216 consent); or they can only define the workflow of the signature process when documents are not expected to have standardized content.



Note: If you are creating a custom template to manage 8879 email notifications, refer to section [Modifying CCH email designs](#) in chapter Customizing Email notifications.

For more information on creating /importing/modifying templates, refer to the [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>

Chapter 10

CUSTOMIZING EMAIL NOTIFICATIONS














There are two types of notifications used in the eSign process:

- Email notifications
- DocumentTRACK®

Email notifications are event based emails sent to the signatories or the sender to inform them of the status of the document. This chapter explains the process of configuring and customizing email notifications. DocumentTRACK® notifications are web communications from AssureSign to the configured servers. Docutrack is explained in chapter [Tracking and Reporting Options](#).

Your eSign account comes with a set of default email designs that are preconfigured for sending emails to the appropriate parties based on the events in the signing process. For example, there is an email design to request your client to provide eSign and another email design to inform the sender that the documents have been signed.

In your eSign account, Navigate to Administration > Notifications > Email. The following built-in email designs are available for selection in your document template.

New	Email Design Name	Email Design Set
 Copy Preview	Authentication failed	Built-in - English (US)
 Copy Preview	Before signing step - Originator	Built-in - English (US)
 Copy Preview	Document available to sign	Built-in - English (US)
 Copy Preview	Document cancelled	Built-in - English (US)
 Copy Preview	Document completed	Built-in - English (US)
 Copy Preview	Document declined	Built-in - English (US)
 Copy Preview	Document expired	Built-in - English (US)
 Copy Preview	Document expired - Originator	Built-in - English (US)
 Copy Preview	Document feedback submitted	Built-in - English (US)
 Copy Preview	Document pre-expiration warning	Built-in - English (US)
 Copy Preview	Document pre-expiration warning - Originator	Built-in - English (US)
 Copy Preview	Envelope feedback submitted	Built-in - English (US)
 Copy Preview	Signing step completed	Built-in - English (US)

These default Email designs are locked and cannot be changed. They can be used as a starting point to make further modifications. To customize emails, make a copy of the appropriate default email design and then select the Edit link to make modifications. You can customize the text in the emails per your firm's standards, add branding, or create additional notifications relevant to the type of document you are sending.



Tips:

- If you expect to make a several modifications to the default templates, consider creating an email design set to group your custom email designs.
- You can specify an email design set when creating document templates. This will help in filtering the relevant email designs for the document template.
- If you expect most of your documents to follow the same email design set, you may want to set it as a default email design set.

For additional information on creating or modifying an email design and using email sets refer to [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Modifying CCH email designs

Modifying CCH email designs is a three-step process:

- Import CCH templates
- Edit CCH email designs
- Associate custom template to the appropriate return type in Office Manager

Import CCH templates

CCH has provided templates as below as starting points for customizing your email notifications. These can be downloaded from the CCH support site<link> or can be accessed from your tax install at wfx32/Samples/eSign:

- **Single.adt**. Used when sending single returns through ProSystem fx Tax.
- **Joint.adt**. Used when sending joint returns through ProSystem fx Tax.

Perform the following steps to import the templates:

1. In your eSign account, click the **Templates** tab.
2. Click **New**.
3. Select **Import template from a Template Export File**.

Document Templates

▶ **New**

▶ Existing


Choose a selection below to start the process of creating a new template. A detailed description is below each selection.

- ☒ **Start From Scratch**
Select this option to create a new template from scratch. You will be asked to upload a new document and will be able to create new JotBlocks.
- ☐ **Copy Template and Preserve Original Document**
Select this option to copy all aspects of an existing template. You will be asked to select which template to copy and will be able to modify existing JotBlocks.
- ☐ **Copy Template and Upload New Document**
Select this option to create a new template while copying JotBlocks and Workflow from an existing template. You will be asked to upload a new document and to select which template to copy from. You will be able to modify existing JotBlocks.
- ☒ **Import Template from a Template Export File**
Select this option to create a new template copying JotBlocks and Workflow from a Template Export File. You will be asked to upload the template export file. You will be able to modify existing JotBlocks.

Next

4. Click **Next**.
5. Select the appropriate.adt file from wfx32\Samples\esign folder.
6. Rename the template.
7. Select **Account and Child Accounts** from the Accessibility drop-down list.

8. Complete the process by clicking on the Next through each of the screens.

 **Warning!** Do not change any settings during this process.

9. Click the Finish button to complete the import.


Edit CCH email designs

After you [import CCH templates](#) the following email designs become available (Navigate to Administration > Notifications > Email). Select **Edit** to open the email design. Save your edits.

Edit	Copy	Preview	1_CCH-8879 Available for e-Sign_Single	CCH-8879
Edit	Copy	Preview	2_CCH-8879 Available for e-Sign_Joint	CCH-8879
Edit	Copy	Preview	3_CCH-8879 Sent confirmation to preparer	CCH-8879
Edit	Copy	Preview	4_CCH-8879 Reminders	CCH-8879
Edit	Copy	Preview	5_CCH-8879 Reminder 4/15	CCH-8879
Edit	Copy	Preview	6a_CCH-8879 Signature complete	CCH-8879
Edit	Copy	Preview	6b_CCH-8879 Signature complete to preparer	CCH-8879
Edit	Copy	Preview	7_CCH-8879 Declined esign	CCH-8879
Edit	Copy	Preview	8_CCH-8879 Authentication failed	CCH-8879
Edit	Copy	Preview	9_CCH-Document feedback submitted	CCH-8879

Associate custom templates to the appropriate return type in Office Manager

In Office Manager, navigate to Configuration | eSign | Select Customize on the eSign setup screen. Select the appropriate custom template for the return type.

 **Warning!** Your custom template needs to be setup with Account and Child Account accessibility in order for the custom template to be available in Office Manager. See [Step 7](#) in section [Import CCH templates](#) in this this chapter.

Merge Fields

In addition to the customization features available in the default email designs, for all CCH-8879 templates, the following template-specific merge fields are available to add to the text of the email designs:


- Firm Name
- Firm Phone
- Preparer Name <see warning below>
- Preparer Email Address
- Preparer Phone
- Account Number
- Client ID
- ERO Name
- ERO Phone
- ERO Email Address
- Return ID

To use a merge field, enclose the merge field text in square brackets. This will mark the text as "merge field information" and it will function like a formula field in the subject or body of the email.

For example:

"If you choose to not to eSign, or have any questions regarding the return, please contact me at **[Preparer Phone]** or email me at **[Preparer Email Address]**."

This will populate the Preparer Phone and Preparer Email Address associated with that specific document.

 **Warning!** Default CCH 8879 email notifications are setup with a merge field for Preparer Name. If you do not want the email notifications to display preparer name, remove the Preparer Name field from the email notification following steps above for Modifying CCH email designs.

For more information about merge fields, refer to [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Chapter 11

MANAGING REMINDERS

Reminders are automatically sent to signatories when not all signatories have signed the document. Reminders are tied to the date of the expiration of the document and are sent XX (a configurable number) days prior to the expiration date.

The text of the reminder email and the frequency of the reminder can be configured for:

- The entire eSign account
- For the account template
- On a document-by-document basis

It is possible to resend previously sent reminders or create new reminders on an ad hoc basis.

Configuring reminders for the eSign Account

In your eSign account, navigate to Administration | Settings | Document Preferences and edit the Default days until document expires and the Default Expiration warning period as appropriate.

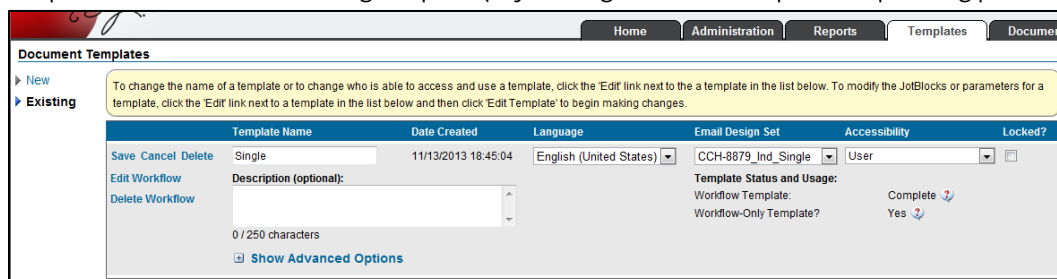
If your default number of days until document expiration is set to 60 and the Default expiration Warning period is set to 7, all documents will expire (no longer be available for eSign 60 days after creation). A reminder will be sent 7 days prior to the expiration date.

These settings can be overridden and additional reminders can be added at the account template level or when sending the document.

ⓘ Document Preferences		
The following setting(s) can be used to control default options and behaviors for documents.		
	Setting	Current Value
Edit	Default Number of Days Until Document Expiration ⓘ	60
Edit	Default Expiration Warning Period ⓘ	7
Edit	Allow Customizations to the Signing Process? ⓘ	Yes
Edit	Custom Signing Process Redirect URL ⓘ	
Edit	Allow Users to Change Pen Color for Written JotBlocks? ⓘ	Yes
Edit	Default Pen Color for Written JotBlocks ⓘ	Blue
Edit	Make New JotBlocks Typed by Default? ⓘ	No
Edit	Make Typed JotBlocks Certified by Default? ⓘ	Yes
Edit	Default Font for New Typed Certified JotBlocks ⓘ	Bradley Hand ITC

Configuring reminders for a document template

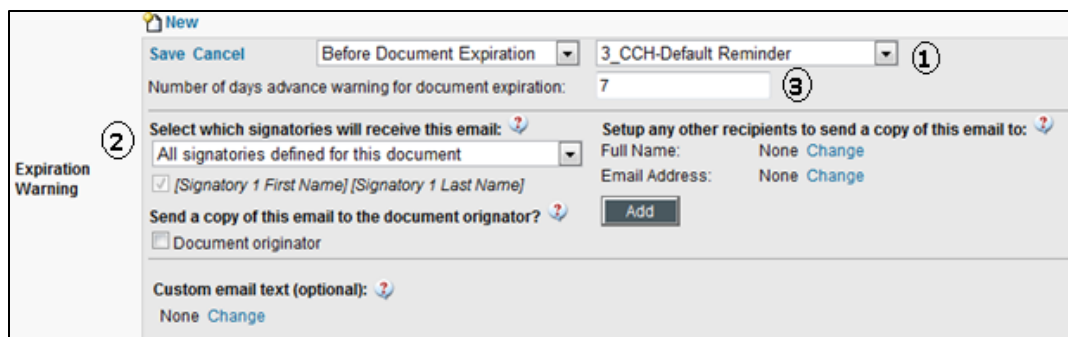
Reminders are configured when configuring emails for a document template. To setup reminders, for an existing template, select to Edit an existing template (in your eSign account, Template tab | Existing | click Edit link).



The screenshot shows the 'Document Templates' page with the 'Existing' tab selected. A table lists templates with columns: Template Name, Date Created, Language, Email Design Set, Accessibility, and Locked?. The first template is 'Single', created on 11/13/2013 at 18:45:04, in English (United States), with Email Design Set 'CCH-8879_Ind_Single' and Accessibility 'User'. Below the table, there are links for 'Save', 'Cancel', 'Delete', 'Edit Workflow', and 'Delete Workflow'. A description field is also present, showing '0 / 250 characters' and a 'Show Advanced Options' link.

On the Edit template screen, select to edit the workflow and navigate to Emails in the navigation area. Use the Click here to create a new email link under the Expiration Warning section.

Specify the email design ❶ the signatories ❷ and the timing ❸ for the reminder. Select **Save**.



The screenshot shows the 'Expiration Warning' configuration screen. It includes a 'New' button, 'Save', 'Cancel', and a dropdown for 'Before Document Expiration'. A text field shows '3_CCH-Default Reminder' with a circled ❶. Below this, a text field shows 'Number of days advance warning for document expiration: 7' with a circled ❸. A section titled 'Select which signatories will receive this email:' (with a circled ❷) includes a dropdown for 'All signatories defined for this document' and a checkbox for '[Signatory 1 First Name] [Signatory 1 Last Name]'. There is also a checkbox for 'Send a copy of this email to the document originator?' and a checkbox for 'Document originator'. A section titled 'Setup any other recipients to send a copy of this email to:' includes fields for 'Full Name' and 'Email Address', both set to 'None', with 'Change' links. An 'Add' button is also present. At the bottom, there is a 'Custom email text (optional):' field set to 'None' with a 'Change' link.

To set up another reminder select **New**.


Configuring reminders when sending the document

When sending the document through the web UI you can set reminders on the Email tab following the same steps in adding reminder emails to the workflow as defined in Configuring reminders for the document template section above. If you are sending the documents via the web API, the reminders will be based on the document template selected.

Sending Adhoc reminders/Resend a previous reminder

You can resend previously sent reminders or Adhoc reminders through the Document Details Report. In your eSign account browse to the Reports tab. Select Document Search. From the search results, select the document for which you want to send an Adhoc reminder or resend a previously sent reminder. Browse to the Expiration Warning tab.

- Create a new reminder by selecting the New link
- Select the resend link to send a previously sent reminder

 **Note:** When resending or creating a new reminder you will have the ability to send to new email address or modify existing recipients.

Home
Administration
Reports
Templates
Documents

Document Details

Details

Document NameEngagement letter
Order Number
Document Id79da7d8e-a935-4994-8e06-a27301249234
Usernameesign admin@cpafirm.com
Scheduled Expiration Date11/15/2013 23:59:59
Status

Milestones

Date Created11/11/2013 17:45:13
Date Started11/11/2013 17:46:27

Document Tasks

View the document in progress
View the original unsigned document
Cancel this document
Modify the expiration date
Modify the completed document password

Signatories

	Signatory Name	Email Address	Password	JotBlocks Requested	JotBlocks Collected
Edit	Ben Moore	bmoore20121@gmail.com		1	0

A lock on a signatory indicates that the signatory is not available for you to edit. This will be the case if the document has not been started, or if the document has already been completed or if the document was setup by another user and you do not have access to manage documents for other users.

Signing Process

Document Started

Emails

	Timing	Design	Attempts	Date Sent
New				
Resend Preview	Before Document Expiration	3_CCH-Default Reminder	View	11/12/2013 09:37:21

Web Notifications

Timing	Design	Attempts	Date Sent
No web notifications have been setup for this stage in the document signing process.			

Turning Off Reminders

If your signatories do not wish to sign, reminders are turned off when the signatories select the decline button during the signing process. Reminders are also turned off when the document is cancelled. To cancel a document see [Other Document Management Functions](#).

Reminders for 8879 documents

8879 Reminders are preconfigured to be sent weekly as per the schedule below. An additional reminder has been configured to be sent on April 12 to remind signatories of the upcoming tax deadline.

3-Feb	7-Apr	2-Jun	4-Aug	6-Oct
10-Feb	12-Apr	9-Jun	11-Aug	13-Oct
17-Feb	14-Apr	16-Jun	18-Aug	
3-Mar	21-Apr	23-Jun	25-Aug	
10-Mar	28-Apr	30-Jun	1-Sep	
17-Mar	5-May	7-Jul	8-Sep	
24-Mar	12-May	14-Jul	15-Sep	
31-Mar	19-May	21-Jul	22-Sep	
	26-May	28-Jul	29-Sep	

Based on the above table, if you sent an 8879 document for eSign on March 15, the signatories will get a weekly reminder starting March 17 until all signatories have signed the document. The document will not be available for eSign after October 20.

For 8879 documents sent after October 20, a weekly reminder will be sent to all signatories or until the document expires (after 60 days).

For making customizations to the pre-configured reminders for the 8879 documents, see [Customizing email notifications](#) and [Configuring reminders for a document template](#).

Chapter 12

OTHER DOCUMENT MANAGEMENT FUNCTIONS

Once a document has been sent for eSign, you can:

- View the document
- Cancel the document
- Modify the password to view completed document
- Modify the recipients' email address

In your eSign account navigate to Reports > Document Search > Enter the date or other criteria for the search > Select the document by clicking on the Document Name. Select the desired task under Document tasks and follow the on-screen instructions to finish. To modify the recipients email address select the Edit link in Signatories section.

The screenshot displays the 'Document Details' page in an eSign application. At the top, there is a navigation bar with tabs: Home, Administration, Reports, Templates, and Documents. The 'Document Details' section is divided into three main areas: Details, Milestones, and Document Tasks. The 'Details' section shows fields for Document Name (Engagement letter), Order Number, Document Id (79da7d8e-a935-4994-8e06-a27301249234), Username (esign_admin@cpafirm.com), Scheduled Expiration Date (11/15/2013 23:59:59), and Status. The 'Milestones' section shows Date Created (11/11/2013 17:45:13) and Date Started (11/11/2013 17:46:27). The 'Document Tasks' section lists five actions: View the document in progress, View the original unsigned document, Cancel this document, Modify the expiration date, and Modify the completed document password. The 'Signatories' section shows a table with columns: Signatory Name, Email Address, Password, JotBlocks Requested, and JotBlocks Collected. The table has one entry for Ben Moore with email bmoore20121@gmail.com, 1 JotBlock requested, and 0 collected. An 'Edit' link is next to the entry. A yellow warning box at the bottom states: 'A lock on a signatory indicates that the signatory is not available for you to edit. This will be the case if the document has not been started, or if the document has already been completed or if the document was setup by another user and you do not have access to manage documents for other users.'

Document Details					
Details			Milestones		
Document Name	Engagement letter		Date Created	11/11/2013 17:45:13	
Order Number			Date Started	11/11/2013 17:46:27	
Document Id	79da7d8e-a935-4994-8e06-a27301249234				
Username	esign_admin@cpafirm.com				
Scheduled Expiration Date	11/15/2013 23:59:59				
Status					

Document Tasks

- View the document in progress
- View the original unsigned document
- Cancel this document
- Modify the expiration date
- Modify the completed document password

Signatories

	Signatory Name	Email Address	Password	JotBlocks Requested	JotBlocks Collected
Edit	Ben Moore	bmoore20121@gmail.com		1	0

A lock on a signatory indicates that the signatory is not available for you to edit. This will be the case if the document has not been started, or if the document has already been completed or if the document was setup by another user and you do not have access to manage documents for other users.

Chapter 13

AUTHENTICATING SIGNERS

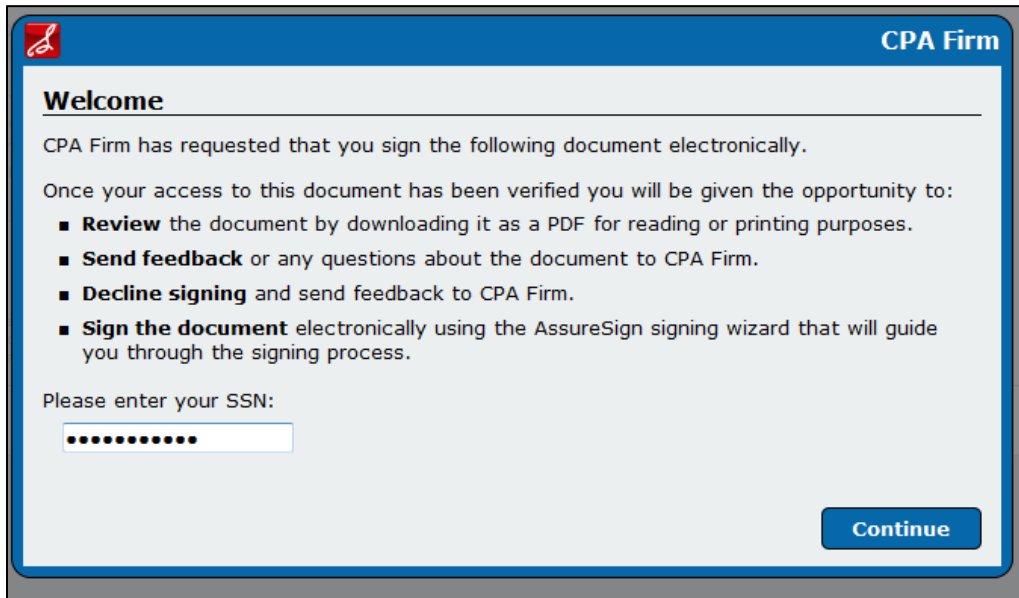
Authenticating signers ensures that the document you send for eSign does not fall into the wrong hands. It also provides a proof of identification of the signer, making the electronic signature stronger and harder to reject. CCH eSign provides two different ways to provide authentication.

Shared Secret Approach

When uploading a document, you can specify the password that the signer will need to provide before they can open the document sent to them for eSign. We recommend setting the password to a previously shared secret. For example, a social security number or date of birth. This can be used as a prompt during the signing process to eliminate the need to communicate the password separately to the signer.

Signer experience

Here is a sample screen that the signer will see when providing password authentication to access the document. In the example the SSN is used as the shared secret, a different shared secret can be set depending on the preferences of the sender.



The screenshot shows a web interface for a CPA Firm. At the top, there is a blue header bar with a red logo on the left and the text "CPA Firm" on the right. Below the header, the main content area has a light gray background. It starts with a "Welcome" heading followed by a horizontal line. The text "CPA Firm has requested that you sign the following document electronically." is displayed. Below this, a message states: "Once your access to this document has been verified you will be given the opportunity to:". This is followed by a bulleted list of three options: "Review the document by downloading it as a PDF for reading or printing purposes.", "Send feedback or any questions about the document to CPA Firm.", and "Decline signing and send feedback to CPA Firm.". The fourth option, "Sign the document electronically using the AssureSign signing wizard that will guide you through the signing process.", is highlighted with a darker background. Below the list, the text "Please enter your SSN:" is shown, followed by a text input field containing ten dots. A blue "Continue" button is located at the bottom right of the form.

Setting up the password

The shared secret password can be setup in the document template or when uploading the document for eSign.

Setting up passwords in the document template

Passwords can be setup at each signatory level when defining signatories in a document template. To setup a password select the Change link on the signatory setup screen.

The screenshot shows the 'Workflow Template' interface. On the left is a sidebar with a list of steps: 1. Signatories, 2. Signing Process, 3. Emails, 4. Web Notifications, 5. Document Transmission, and 6. Review. The '1. Signatories' step is selected. The main content area has a yellow header with instructions: 'Please define signatories for the document. Now you can set up a new signatory by clicking the 'New' link below or you can begin defining who is assigned to each signing step by clicking on the 'Next' button below.' Below this is a table with columns 'Signatory Name' and 'Email Address'. The first row shows '[Signatory 1 First Na... Change]' and '[Signatory 1 Email Address] Change'. A blue box highlights the 'Signatory Authentication' section, which includes 'Password-Based Authentication' with fields for 'Password (optional): [Signatory 1 Ssn] Change' and 'Password Prompt (optional): Please enter your SSN. Change', and a checkbox for 'Knowledge-Based Authentication' which is currently unchecked. At the bottom, there are 'Edit' links for '[Signatory 2 First Name] [Signatory 2 Last Name]' and '[Signatory 2 Email Address]'.

The Change link screen will launch a wizard to guide you in setting up the password.

The screenshot shows the 'Change Field' wizard. It has a blue header with the title 'Change Field'. The main text says: 'This field can contain data from various sources. This wizard will help you configure where this field obtains its text.' Below this, it says 'Please choose one of the following sources:'. There are two radio button options: 'Parameter - This field is filled in by the document creator.' (which is selected) and 'Fixed - This field is filled in immediately by you.' At the bottom left is a 'Cancel' button with a back arrow, and at the bottom right is a 'Next' button with a forward arrow.

Setting up passwords when uploading the document

If you are uploading the document via the web interface in your eSign account, you can setup password based authentication when you are setting up the signatories for the document.

The screenshot shows the 'Document Workflow' interface. At the top is a navigation bar with tabs: Home, Administration, Reports, Templates, and Documents. The 'Administration' tab is selected. Below the navigation bar is a sidebar with a list of steps: 1. Signatories, 2. JotBlocks, 3. Signing Process, and 4. Emails. The '1. Signatories' step is selected. The main content area has a yellow header with instructions: 'Please define signatories for the document. At least one signatory must be defined in order to continue.' Below this is a table with columns 'Signatory Name' and 'Email Address'. The first row shows 'First Name' and 'Last Name' fields, with a 'Click here to use full name' link. Below the table is the 'Signatory Authentication' section, which includes 'Password-Based Authentication' with fields for 'New Password (Optional):' and 'Password Prompt (Optional):', and a checkbox for 'Knowledge-Based Authentication' which is currently unchecked. At the bottom, there is a 'Next' button.

For more information regarding authentication, refer to [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.

Knowledge Based Authentication

To provide additional security for your clients' tax return information, we provide the ability to require to a Knowledge Based Authentication (KBA). KBA requires that the signer answer questions correctly before they are allowed to access the documents. The questions are based on public records and credit history information that is likely known only to the signer.

While all 8879 eSign requests will require a KBA, you can request KBA for other signatures by selecting the KBA option during the upload document process.



Important! Per IRS guidance electronic signatures on the 8879 will require a KBA.

Signer experience with KBA has been illustrated in chapter Signer Experience for 8879 with KBA. For more information regarding setting up documents requiring a KBA, refer to [AssureSign Knowledge Base](#). If you have additional questions, contact CCH Customer Support at <http://support.cch.com/ticket/>.


Chapter 14

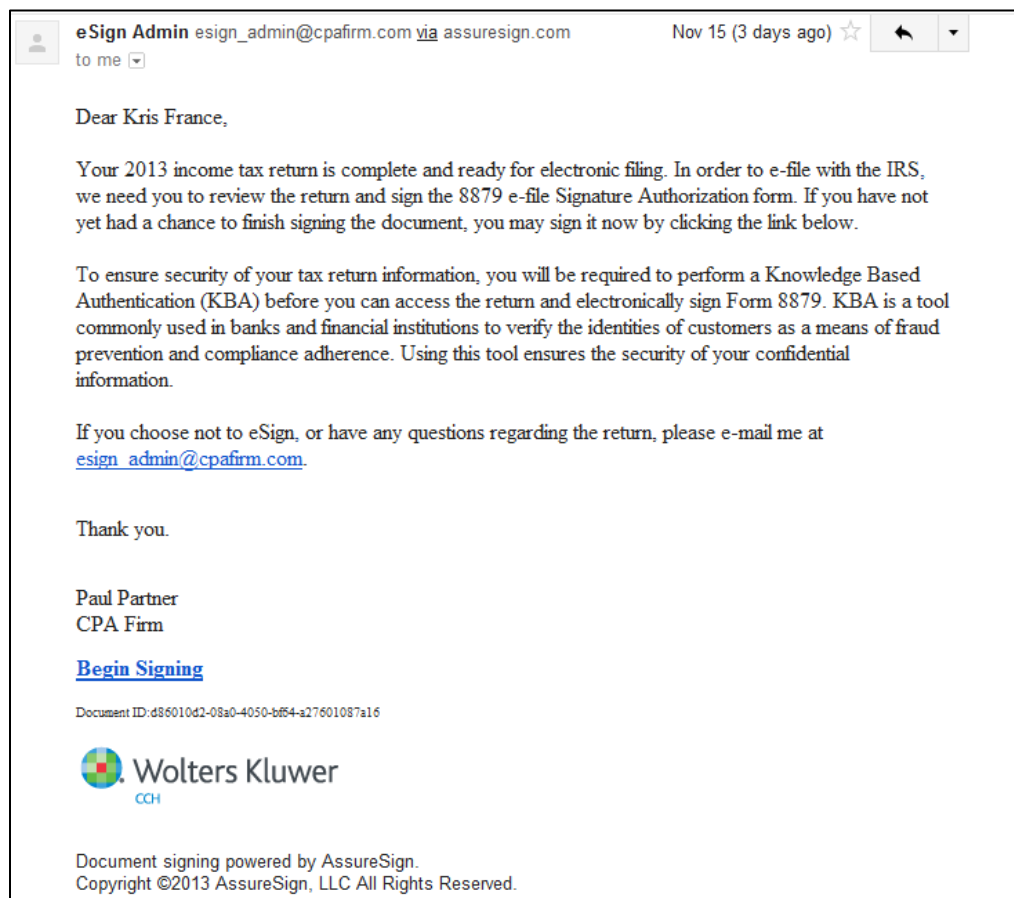
SIGNER EXPERIENCE FOR 8879 WITH KBA

The signer experience for an 8879 is almost identical to the experience described in Signer Experience above with the exception of the KBA and the email notifications.

Receive Email Notifications

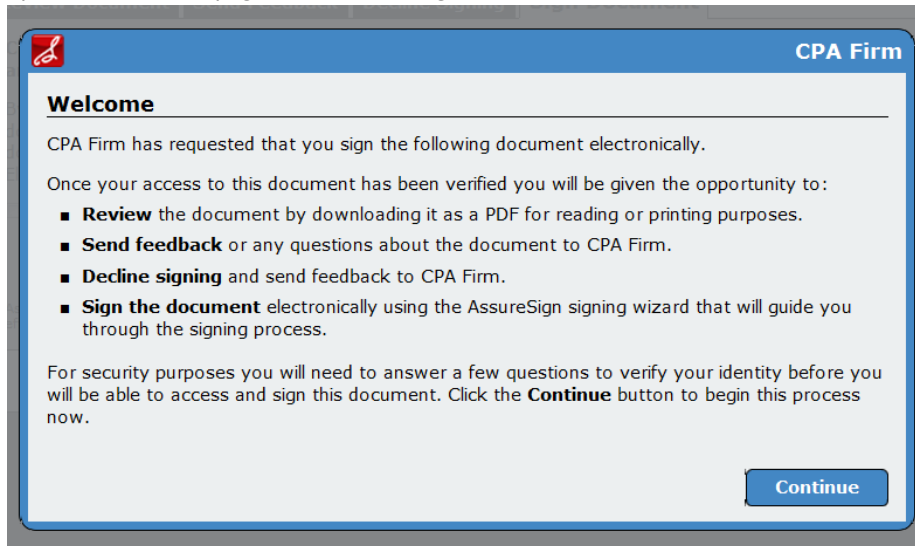
Below is the default email notification sent for requesting signatures on the 8879. The taxpayer and the spouse will each get a copy of the email. They are not required to sign in a particular order.

 **Note:** You can customize the text of the emails. For more information about customizing emails refer to [Customizing Email notifications](#).



Begin Signing

The email contains a link that takes the signer to the AssureSign Web site. From the email, select **Begin Signing** to open the Welcome page on the AssureSign Web site. Click **Continue** to move to next step.



The screenshot shows a web browser window titled "CPA Firm" with a blue header bar containing a red signature icon. The main content area has a heading "Welcome" and a message: "CPA Firm has requested that you sign the following document electronically. Once your access to this document has been verified you will be given the opportunity to:" followed by a bulleted list of options: "Review", "Send feedback", "Decline signing", and "Sign the document". Below the list, it states: "For security purposes you will need to answer a few questions to verify your identity before you will be able to access and sign this document. Click the **Continue** button to begin this process now." A blue "Continue" button is located at the bottom right of the content area.

Welcome

CPA Firm has requested that you sign the following document electronically.

Once your access to this document has been verified you will be given the opportunity to:

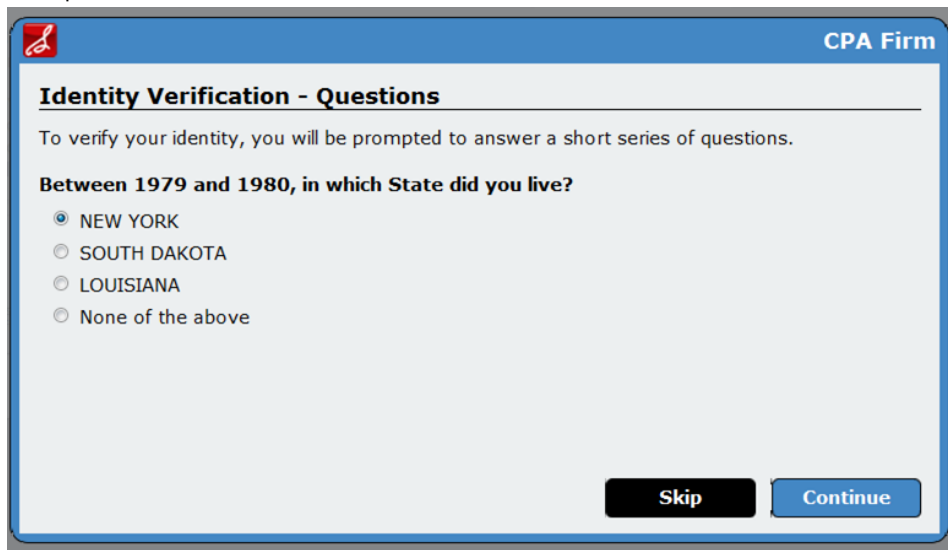
- **Review** the document by downloading it as a PDF for reading or printing purposes.
- **Send feedback** or any questions about the document to CPA Firm.
- **Decline signing** and send feedback to CPA Firm.
- **Sign the document** electronically using the AssureSign signing wizard that will guide you through the signing process.

For security purposes you will need to answer a few questions to verify your identity before you will be able to access and sign this document. Click the **Continue** button to begin this process now.

Continue

Provide Responses to KBA questions

The signer will be prompted to answer the KBA questions. They can select to Skip the question or click **Continue** after the appropriate selection is made. Signers are able to skip 1 question during the authentication process. Below is an example.



The screenshot shows a web browser window titled "CPA Firm" with a blue header bar containing a red signature icon. The main content area has a heading "Identity Verification - Questions" and a message: "To verify your identity, you will be prompted to answer a short series of questions." Below this, a question is displayed: "Between 1979 and 1980, in which State did you live?" followed by four radio button options: "NEW YORK", "SOUTH DAKOTA", "LOUISIANA", and "None of the above". At the bottom right, there are two buttons: a black "Skip" button and a blue "Continue" button.

Identity Verification - Questions

To verify your identity, you will be prompted to answer a short series of questions.

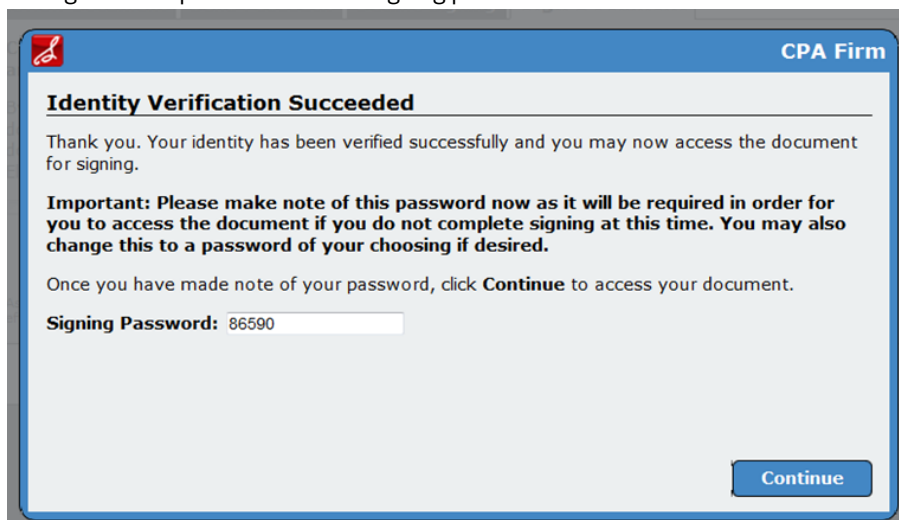
Between 1979 and 1980, in which State did you live?

- ☒ NEW YORK
- ☐ SOUTH DAKOTA
- ☐ LOUISIANA
- ☐ None of the above

Skip **Continue**

Provide a PIN

Once the signer has successfully answered the KBA questions provided, a Signing Password is provided. This allows the signer to stop and re-start the signing process at a later time.



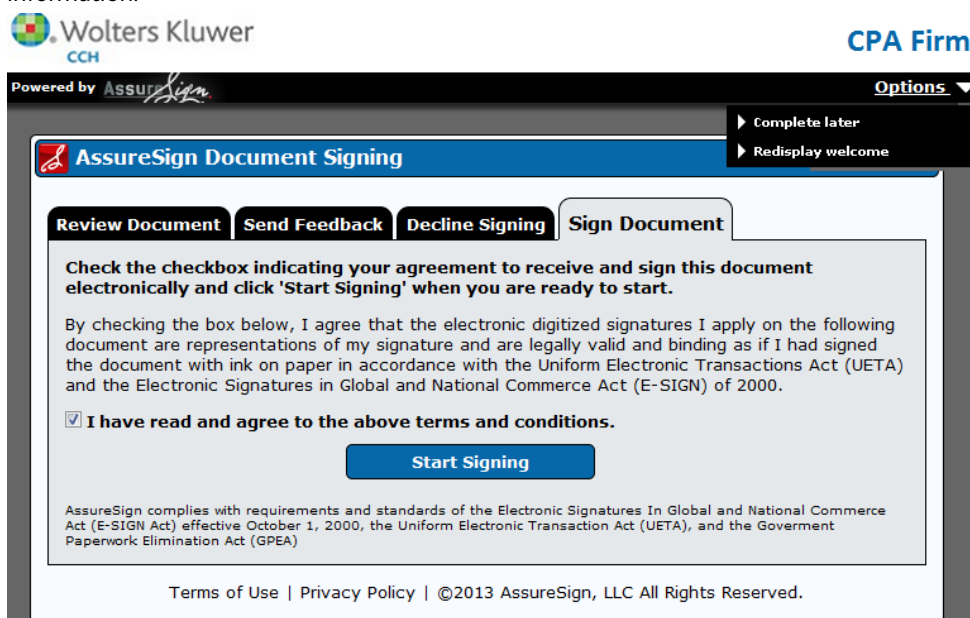
The screenshot shows a web interface for a CPA Firm. At the top, there is a blue header with the Adobe logo on the left and "CPA Firm" on the right. Below the header, the main content area has a title "Identity Verification Succeeded". The text reads: "Thank you. Your identity has been verified successfully and you may now access the document for signing." Below this, an important note states: "Important: Please make note of this password now as it will be required in order for you to access the document if you do not complete signing at this time. You may also change this to a password of your choosing if desired." This is followed by the instruction: "Once you have made note of your password, click **Continue** to access your document." A "Signing Password:" label is followed by a text input field containing the value "86590". At the bottom right, there is a blue button labeled "Continue".

If the signer fails to respond with the correct responses, the document signing is cancelled. The tax preparer is notified by an email.

Provide Consent per Requirements of the E-SIGN Act

On the Sign Document tab, review the agreement and select the **I have read and agree to the above terms and conditions** check box. Then click **Start Signing**.

During this step, the signer can also download a copy of their tax return for review, send feedback, and decline to sign by selecting the appropriate action tab. The signer can also select to continue at a later time by using the Options menu. If the signers sends feedback or declines to sign, an email will be sent to the preparer with the relevant information.



The screenshot shows the AssureSign Document Signing interface. At the top left, there is a logo for "Wolters Kluwer CCH" and the text "Powered by AssureSign". At the top right, there is a blue header with "CPA Firm" and an "Options" dropdown menu. Below the header, there is a navigation bar with four tabs: "Review Document", "Send Feedback", "Decline Signing", and "Sign Document". The "Sign Document" tab is currently selected. The main content area has a title "AssureSign Document Signing" and a sub-header "Check the checkbox indicating your agreement to receive and sign this document electronically and click 'Start Signing' when you are ready to start." Below this, there is a paragraph of text: "By checking the box below, I agree that the electronic digitized signatures I apply on the following document are representations of my signature and are legally valid and binding as if I had signed the document with ink on paper in accordance with the Uniform Electronic Transactions Act (UETA) and the Electronic Signatures in Global and National Commerce Act (E-SIGN) of 2000." Below the paragraph, there is a checkbox labeled "I have read and agree to the above terms and conditions." which is checked. Below the checkbox, there is a blue button labeled "Start Signing". At the bottom, there is a footer with the text: "AssureSign complies with requirements and standards of the Electronic Signatures In Global and National Commerce Act (E-SIGN Act) effective October 1, 2000, the Uniform Electronic Transaction Act (UETA), and the Government Paperwork Elimination Act (GPEA)." and "Terms of Use | Privacy Policy | ©2013 AssureSign, LLC All Rights Reserved."

Provide a Signature

The Signer can provide a signature using a mouse, stylus, or a touch pad. Follow the on-screen instructions to complete the signing.

Form 8879 | IRS e-file Signature Authorization | OMB No. 1545-0074

Step 1 of 1 | Review Document

Please sign. Signing with an input device such as a mouse, stylus or your finger is legally equivalent to signing with a pen on paper.

Clear

Sign by clicking and holding the left mouse button over the outlined area above. If you would like to start over, click **Clear**. You may re-sign at any time prior to completing the signing process.

Once you are satisfied with your signature, click **Apply** to have it applied to the document or click **Next** to have it applied and to immediately continue to the next step.

Previous Apply Next

ERO firm name as my signature on my tax year 2013 electronically filed income tax return.

☐ I will enter my PIN as my signature on my tax year 2013 electronically filed income tax return. Check this box **only** if you are entering your own PIN and your return is filed using the Practitioner PIN method. The ERO must complete Part III below.

Your signature: [] Date: []

Spouse's PIN: check one box only

☐ I authorize [] to enter or generate my PIN []

View Signed Documents

The Signer can view, print, or download the document immediately after signing by clicking **View Completed Document**.

AssureSign Document Signing

You have successfully completed the document signing process. Thank you for your time.

Your document is complete and ready to be viewed, printed, or downloaded. You may click the link below to view the completed document.

View Completed Document

The final signed copy of your document is available as a Portable Document Format (PDF) file. Adobe Reader, available for free from Adobe, allows you to view, navigate, and print PDF files. You can download Adobe Reader by clicking on the link below.

Get ADOBE® READER®

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Both the signer and the sender will receive an email message with a link to the signed document. Access to the signed document is password protected. It is currently set at last 4 digits of the primary taxpayer's SSN.

Expanded view of signature, date and KBA audit trail

ERO firm name _____ as my signature on my tax year 2013 electronically filed income tax return.

Enter five numbers, but do not enter all zeros

☐ I will enter my PIN as my signature on my tax year 2013 electronically filed income tax return. Check this box **only** if you are entering your own PIN and your return is filed using the Practitioner PIN method. The ERO must complete Part III below.

Your signature  Date 2013-11-14 14:27:01 (UTC)

Practitioner PIN Method Returns Only - continue below

Part III Certification and Authentication - Practitioner PIN Method Only

ERO's EFIN/PIN. Enter your six-digit EFIN followed by your five-digit self-selected PIN.

3	4	5	7	8	5	3	4	5	7	8
---	---	---	---	---	---	---	---	---	---	---

 Do not enter all zeros

I certify that the above numeric entry is my PIN, which is my signature for the tax year 2013 electronically filed income tax return for the taxpayer(s) indicated above. I confirm that I am submitting this return in accordance with the requirements of the Practitioner PIN method and Publication 1345, Handbook for Authorized IRS e-file Providers of Individual Income Tax Returns.

ERO's signature CPA firm Date 11/14/2013

319995
10-03-13

ERO Must Retain This Form - See Instructions
Do Not Submit This Form to the IRS Unless Requested To Do So

LHA For Paperwork Reduction Act Notice, see separate instructions. Form 8879 (2013)

KBA Completed - Kris France - 2013-11-14T20:23:11 - ID:1039613687 - IP:160.109.104.44

Reminders

Reminders for eSign are sent weekly until the document is signed. An additional reminder is configured to be sent on April 12 in time for the April tax deadline.

Reminder: Signature needed to e-file your 2013 tax return

eSign Admin esign_admin@cpafirm.com via assuresign.com Nov 15 (3 days ago)

to me

Dear Kris France,

Your 2013 income tax return is complete and ready for electronic filing. In order to e-file with the IRS, we need you to review the return and sign the 8879 e-file Signature Authorization form. If you have not yet had a chance to finish signing the document, you may sign it now by clicking the link below.

To ensure security of your tax return information, you will be required to perform a Knowledge Based Authentication (KBA) before you can access the return and electronically sign Form 8879. KBA is a tool commonly used in banks and financial institutions to verify the identities of customers as a means of fraud prevention and compliance adherence. Using this tool ensures the security of your confidential information.


If you choose not to eSign, or have any questions regarding the return, please e-mail me at esign_admin@cpafirm.com.

Thank you.

Paul Partner
CPA Firm

[Begin Signing](#)

Document ID: d8601042-08a0-4050-b854-a27601087a16

 Wolters Kluwer
CCH

If your client does not wish to provide eSign, you can cancel the document and stop any further reminders. Refer chapter [Managing Reminders](#).

Chapter 15

E-SIGN COPY OF TAX RETURN

The eSign Tax return copy is the same as your client copy with the 8879 as the first page. The state return is also included along with the federal return. The transmittal letters and filing instructions have been modified as appropriate for eSignatures.

Standard Filing Instructions / Transmittal Letter - Refund

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS*. If after three weeks you have not received your refund, you may contact the IRS at 1-800-829-4477.

Standard Filing Instructions / Transmittal Letter - Balance Due / Zero Balance

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS. Do not mail the paper copy of the return to the IRS*.

Filing Instructions

This return has been prepared for electronic filing and eSign has been selected. Please follow the instructions in the e-mail notification to complete the eSign of Form 8879. We will then transmit your return electronically to the IRS*.

* When state returns are present, the appropriate state authority will be referenced.

Chapter 16

ELF STATUS SYSTEM UPDATES

The Electronic Filing Status system has been programmed to make real-time updates when receiving completed signatures. When a return requesting eSign is uploaded for electronic filing, it is tagged to display the eSign icon. Upon completion of the signatures, the *Signature Form-received* column is automatically updated in real time with the date of the signature. The date is shown in blue font. If the taxpayer does not eSign and instead sends a paper signature, you can manually enter the date of receipt. The manually entered date is shown in a black font.

To prevent inadvertent filing of returns with the IRS before a signature is received, the returns sent for eSign do not show on the Release Returns tab until a date has been entered in the *Signature Form-received* column.

Wolters Kluwer CCH | The Professional's First Choice | ProSystem fx® Electronic Filing Status

Platform: ☒ View Returns Filed from ProSystem fx /Global fx ☐ View Returns Filed from CCH Access Tax ☐ View Both

Tax Year: 2013 Office: 980317 WICHITA Date From: <M/d/yyyy> 15
 Return Type: 1040 Office Group: All Date To: <M/d/yyyy> 15
 Federal/State: Both Preparer: All
 Status: All
☐ Exclude Returns On Extension ☐ Show Returns with Signature Forms Not Received

Specify Client by:
☒ Return ID
☐ Name (Last, First)
☐ SSN/FEIN

Total number of returns found : 9

Return ID	Signature Form-Received	Preparer	Name	Federal Status	State/FBAR
13I:ACCP504:V1	<M/d/yyyy> 15	Paul Black	Black, Jane	Ready to Release by Customer	
13I:AZ_Ind:V1	12/12/2013 15	John Archer	Black, John	Ready to Release by Customer	
13I:5566:V1	12/18/2013 15	Paul Black	Smith, John	Ready to Release by Customer	
13I:KR_1040_ES:V1	12/16/2013 15	John Archer	Gifford, Dewitt B.	Ready to Release by Customer CA	
13I:ESND7:V1	12/18/2013 15	KIM HERBST	MILLER, BARBARA	Ready to Release by Customer ND	

Indicates return was sent for eSign
 On eSign, date auto-populates in blue
 Manually entered date shows in black
 Use Calendar button to manually enter date

Chapter 17

PUBLISH TO PORTAL

When requesting eSign on the 8879, you can select to automatically file the signed copy to ProSystem fx Portal. This requires that the tax return be previously linked to the appropriate client portal.

Select Returns for Export

Return(s) selected for electronic filing

Select the returns to upload for electronic filing.

<input checked="" type="checkbox"/>	Returns	Return Status	Current Electronic Filing Status
<input checked="" type="checkbox"/>	Federal	Qualified	

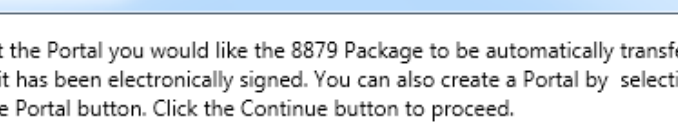
Review Electronic Filing Direct Deposit/Debit Report

☒ Send for eSign
☐ Publish eSigned copy to Portal

Help

ExportCancel

If the tax return and client portal are not linked, you will be prompted to make the link during the upload process.





Publish to Portal

Select the Portal you would like the 8879 Package to be automatically transferred to after it has been electronically signed. You can also create a Portal by selecting the Create Portal button. Click the Continue button to proceed.

Select Portal

Portal:

 Create Portal

 Connected to Portal Server

Chapter 18

FREQUENTLY ASKED QUESTIONS

Question: Do I need to enter a separate email for the spouse when sending the 8879 for eSign? Can it be the same email I have used for the taxpayer?

Answer: You will need to use separate email addresses for the spouse and the taxpayer.

Question: Are there any restrictions on the size of the file I can send via AssureSign.

Answer: The file size cannot exceed 20 MB. In addition, there are restrictions when sending documents via the API. Please refer to DocumentNow API documentation in the [AssureSign Knowledge Base](#).

Question: Will PDF attachments in the return be included in the eSign copy sent with the 8879?

Answer: No. PDF attachments are not included in the eSign copy. The eSign copy is the same as the Client copy generated from ProSystem fx Tax with the 8879 printed as the first page. We expect to allow PDF attachments to be added to the client copy in a future release.

Question: What happens to my state return?

Answer: If your state approves the use of eSign, the state return will automatically be included in the eSign copy. For states that have not yet approved eSign, you will be only allowed to send the federal copy of the return for eSign.

Question: If I entered the wrong address for the signatory how will I know? Will I need to resend the document?

Answer: If you entered a non-existent email address, a bounced email notification will be sent to the sender's email address.

In case of a wrong email address, you are not required to resend the document. You can modify the signatory email address by opening the [Document Details](#) reports and modifying the appropriate recipient email address.

States that currently permit eSign

States that do not require any signature document

Hawaii	Florida
Idaho	Kansas
Maine	Minnesota
New Hampshire	North Carolina
North Dakota	Nevada
Ohio	Tennessee
South Dakota	Texas
Washington	Wisconsin
Wyoming	

States that require a copy of federal signature document and the state has approved use of eSign

Connecticut	Missouri
Montana	Nebraska
Oregon	Utah

States with conditions

Louisiana – Will not qualify if nonresident or filed as state only
Michigan – Will not qualify if federal PIN not used or MI-8453 is used
New Jersey – Will not qualify if form NJ-8879 is used
West Virginia – Will not qualify if filed as state only

States returns for which eSign has not been enabled

Alabama	Arizona
Arkansas	California
Colorado	Delaware
DC	Georgia
Indiana	Iowa
Kentucky	Massachusetts
Maryland	Mississippi
Illinois	New Mexico
New York	Oklahoma
Pennsylvania	Rhode Island
South Carolina	Vermont
Virginia	